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From: cag_support-na@agilent.com
Sent: Tuesday, October 09, 2012 11:40 AM
To: Hanchett, James (DPH)
Subject: FW: G1530A error / Massachusetts State Police / James Hanchett / support na jb//1-4693852882

Hello Jim

Thank you for submitting your Onsite Service Request. You will be contacted by your local Agilent Service Representative shortly for additional information. The "Service Request Ref #" for this request is located within the "Subject" line above.

Regards

Helen Thomas
Agilent Technologies Inc
Customer Care Tech Coordinator
8002279770

From: chem@agilent.com [mailto:chem@agilent.com]
Sent: Tuesday, October 09, 2012 9:33 AM
To: SALES-NA,CAG (A-USA,exgen1)
Subject: G1530A error / Massachusetts State Police / James Hanchett / support na jb

Name: James Hanchett Jim

Email: james.hanchett@state.ma.us

Country: United States

Telephone Number: 413-545-2607

Company Name: Massachusetts State Police

Product Group: Mass Spectrometry

Product Model Number: G1530A

Serial Number: US00022936

Software Revision: G1701EA E.02.00

Question Related To: Software

Comments: When running an auto sequence, fatal sequence error is detected and aborts. Error message 73 occurs and screen prints File 51 not open for OUTPUT or APPEND.

[Click here to mark this enquiry as closed](#)

message sent: 10/9/2012 7:33:24 AM

IP address: 192.25.91.52

Referrer: http://www.chem.agilent.com/en-US>Contact-us/_layouts/agilent/contactusquery.aspx?XsnLocation=/FormServerTemplates/ContactUsQueryRequest.xsn&Source=/en-US/Contact-Us/Pages/ContactUs.aspx&DefaultItemOpen=1&m=i
